



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Clinical Program Assistant-Ophthalmology Program	
Position Number	Community	Division/Region
48-11278	Yellowknife	Patient Care Services/ Stanton Territorial Hospital

## PURPOSE OF THE POSITION

As a member of the client care team, the Clinical Program Assistant, Ophthalmology Program (CPA) provides analytical and administrative support to the Ophthalmology Program. The incumbent is responsible for providing medical administrative and clerical support services for Ophthalmic Technologists, the Ophthalmologist, staff, and clients accessing services of the Ophthalmology Program. The incumbent acts as a liaison with outside resources coordinating information and referrals within the policies and procedures of the Northwest Territories Health and Social Services Authority (NTHSSA) to ensure clients accessing services receive optimal care in accordance with GNWT and Federal Acts (example: Northern Insured Health Benefits).

## SCOPE

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchʔ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłıchʔ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.



Stanton Territorial Hospital (STH) is an accredited facility, located in Yellowknife, NWT and is the referral center for approximately 43,000 NWT residents and 5,900 residents from the Kitikmeot Region of Nunavut. STH provides healthcare services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity.

The Ophthalmology Program provides services to Yellowknife and the outlying communities in the Northwest Territories and Nunavut. The incumbent is responsible for scheduling appointments/procedures for 8,000 - 10,000 patients per year.

Reporting to the Supervisor, Ophthalmology Clinic (Supervisor), the CPA ensures that all clinical services are provided in an efficient and timely manner. Scheduling, coordinating, planning, and implementing Ophthalmological specialist services; as well as demonstrating sensitivity to geographical and cultural diversities, are key to ensure that clients' needs are appropriately served. In addition, the CPA is responsible for the records management of 70,000 active patient files. Allocation and utilization of the Technologist and Ophthalmologist's appointment time is of the utmost importance. Unused appointment time can result in underutilization of staff and increased waiting lists. Improperly scheduled appointments/procedures can result in delays in patient care/treatment/diagnosis. The incumbent's responsibility directly impacts the quality of services delivered to clients and their families, and the cost of services provided, e.g., Medical Travel budget, hospital operating costs and physician specialty costs.

## **RESPONSIBILITIES**

### **1. Deliver administrative and clerical support to physicians, technicians, staff and clients, as assigned while maintaining exceptional customer service and cultural safety principles.**

- Demonstrates patient and family centered care and quality principles in the provision of services to patients, and families.
- Schedules and coordinates procedures and treatments to aid in the restoration of the client's health.
- Maintains and coordinates physician and technician appointment schedules.
- Acts as a facilitator for clients, staff and physicians.
- Acts as 'gate keeper' to ensure that Ophthalmology Service is operating at its optimal efficiency by, for example, checking that referrals have all required documentation attached, that all necessary test results have been received prior to consultations to avoid unnecessary appointments.
- Maintains and ensures all charts and files are kept current and accurate, e.g., results of tests, visits to other areas, other medical reports received from various agencies in and outside of the NWT.
- Maintains and follows up with regular clients, e.g., booking/tracing appointments.



- Provides clerical support to physicians and clinic staff. Reviews medical letters to extract important data such as follow-up appointments both in the NWT and outside with southern appointments or procedures.
  - Schedules and prepares for the visiting specialists on a continuing basis.
  - Receives medical referrals and ensures that the prerequisite information is complete before passing onto the physician.
  - Wherever possible, ensures that appointments in the clinic and elsewhere in the hospital are coordinated to minimize the number of visits the patient is required to
  - Arranges for patient transportation to hospital, home, boarding home, or airport, either by communication with patient referral department or on patient request.
  - Coordinates Medical Travel for all out of town clients being seen in Yellowknife.
  - Informs patients of extent of healthcare coverage and of services offered by the clinic.
  - Books and coordinates interpretation services as required, especially when travelling to Yellowknife from a community, thereby also reducing medical travel costs.
  - Takes initial complaints from walk-in patients and deciding what the issues are and what process to use to deal with it.
- 2. Maintain the confidentiality and privacy of patients through the management and control of a confidential patient medical records system.**
- Maintains client files and current data re: appointments with other departments, agencies where necessary.
  - Coordinates and communicates changes/appointments.
  - Maintains a screening and follow-up system to ensure continuity of client's care and delivery of services.
  - Coordinates the procedure wait list and appointment booking to maximize physician/clinic time so as to keep wait list to a minimum also ensuring that patients are seen as quickly as possible.
- 3. Provide reception duties.**
- Operates the telephone system for the Ophthalmology Program.
  - Provides reception and information duties.
  - Checks in patients on arrival, ensuring proper documentation is in place, and relaying any relevant information to technical and medical staff.
  - Organizes the incoming flow of walk-in patients, emergency patients, and daily referrals.
  - Provides general departmental duties as assigned by Supervisor or daily schedule, to ensure the smooth operation of the program.
- 4. Maintain current data and client information for statistical, informational and educational purposes.**
- Provides reporting and statistics on quality outcomes, including but not limited to, wait



- times and patient numbers, procedures, referrals, no shows, etc., on an ongoing basis.
- Organizes and coordinates data collection under the direction of the Manager, Specialist, Renal and Chemotherapy Services, or the Supervisor.

**5. Manage patient records, using an NTHSSA approved Records Management Classification System.**

- Ensures all relevant information is on the chart before the patient is seen, including consult forms, WCB forms, surgery forms, and Doctor's orders forms, and current patient information.
- Verifies patient information
- Reads patient charts to check for those that need to be billed or booked for surgery or seen for follow-up appointments.
- Prepares charts for the following day's clinic.
- Prepares new charts when needed.
- Maintains filing system. This includes filing daily clinic charts and charts generated by travel clinics to the communities.
- Assists technologists, ophthalmologist, training program instructor and students.
- Relays phone messages.
- Finds patient information.
- Supplies staff with necessary forms.
- Prepares outgoing mail, and sorts and delivers incoming mail.
- Relays information from staff to community health centres, and southern clinics.

**WORKING CONDITIONS**

**Physical Demands**

The incumbent's time is spent rapidly alternating between sitting at a desk, answering the switchboard, and running to the file system and other areas of the clinic. The incumbent must be able to file on their knees or on a step stool reaching above their head. On occasion they may have to lift heavy objects.

**Environmental Conditions**

As the first point of contact, there will be a potential for exposure to communicable diseases. In performing some of the duties, there is also a risk to exposure to bodily fluids, human waste and hazardous materials (sharps, toxic wastes, cleaning solutions).

**Sensory Demands**

No unusual demands



### **Mental Demands**

The incumbent will experience constant interruptions either by office traffic, telephones and program demands; exposure to demanding/irate clients who feel that they are entitled to faster and better service, either in the clinic or as a patient referred to a southern facility; lack of control over work pace due to constant uncontrolled volume of work; and cancellation/rebooking clinics due to physician emergency demands and client no shows.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of standard office administration protocols, procedures and best practices.
- Knowledge of medical records and the ability to learn records management and to use an electronic medical record system.
- Knowledge of patient confidentiality protocols and ability in their application to ensure strict patient / hospital confidentiality.
- Knowledge and application of safety and infection control standards.
- Ability to perform computer-based tasks and utilize electronic health record system which includes accessing and reading charts/provider notes for basic information to respond to inquiries/requests; enter notes in records; and perform complex scanning of documents to health records.
- Ability to defuse conflict when dealing with irate/upset patients in an effective and professional manner.
- Ability to work in an electronic environment, including but not limited to Microsoft Office suite, Electronic Medical Records and other computer systems.
- Skillful at prioritizing needs, problem solving and decision making in a clinical setting.
- Ability to manage multiple responsibilities.
- Ability to comprehend and follow direction both in writing and verbally.
- Apply organizational and time management skills to facilitate the multitude of activities which ensure patients are seen in a timely manner.
- Ability to work with minimal supervision and be self-directed.
- Ability to understand and recognize the cultural, social, and political realities in the Northwest Territories.
- Ability and willingness to engage in self-reflection to learn about personal biases and assumptions.
- Able to orient new staff in the performance of duties and to ensure backup coverage by other clinic staff.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

### **Typically, the above qualifications would be attained by:**

A high school / secondary school (grade 12) diploma and,

- Medical Office Assistant diploma, OR,
- One (1) year experience in a medical or healthcare facility along with successful completion of a Medical Terminology course.

Equivalent combinations of education and experience will be considered.

### **ADDITIONAL REQUIREMENTS**

- Proof of immunization in keeping with current public health practices is required.

STH has a number of certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Aboriginal Cultural Awareness, Biohazardous Waste, Biosafety & Biosecurity, Infection Control, Workplace Hazardous Materials Information System (WHMIS) and others directly related to the incumbent's scope of practice.

### **Position Security (check one)**

- ☐ No criminal records check required
- ☐ Position of Trust – criminal records check required
- ☒ Highly sensitive position – requires verification of identity and a criminal records check

### **French language (check one if applicable)**

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

### **Indigenous language: Select language**

- ☐ Required
- ☐ Preferred